

**NOBLE
MEMBERS OF THE CORPORATION MEETING
AT NOBLE
JUNE 14, 2018**

PRESENT: Nineteen libraries were represented at the meeting, attendance sheet attached.

CALL TO ORDER: Linda Gardener called the meeting to order at 10:05. Introductions were done.

APPROVAL OF MINUTES: Amy Lannon made a motion to approve Minutes from the March 15, 2018 meeting; Kathryn Geoffrion-Scanell seconded the motion. Motion carried unanimously.

TREASURER'S REPORT: Myron Schirer-Suter presented the report as of May 31, 2018. Budget is on target.

MANAGERS' REPORT:

Ron Gagnon –

- **Public Library Bid** - NOBLE was the sole bidder for the Public Library Bid conducted by the City of Salem. The bid is for FY19 and FY20. Salem Public Library facilitates the bid on behalf of the public libraries, a requirement of the state's Uniform Procurement Act.
- **New At NOBLE** - In lieu of a Tech Expo this year, on Tuesday we held a "New To NOBLE" session, discussing what is new and coming in our major services.
- **State Budget** – The FY19 state budget passed by the Senate last week contains a 34% increase for line 7000-9506, library technology and resource sharing. The House budget passed earlier contained a 5.6% increase. The difference will be worked out in a conference committee and is then forwarded to the Governor for his review and signature. So it seems likely we will see some sort of increase in funding to networks next year.
- **MBLC Funds** - We received the 2nd half of FY18 Resource Sharing, Telecomm, and Network Infrastructure grant money, total \$70,068.
- **MLA** - Ron and Elizabeth attended the MLA Conference. Tuesday focused on OverDrive and the changes coming.
- **ALA** – Elizabeth will be attending ALA Conference in New Orleans later this month. She will be a panelist at an Evergreen session, *Tech gurus optional: Running an open-source ILS your way*, on Saturday afternoon along with panelists from South Carolina and Connecticut. Purpose of the session is to let people know there are options.
- **MCC and NECC** – Both colleges have migrated to their new systems. The libraries will now no longer circulate items to members of the public.
- **Inclusive Libraries** – Elizabeth and Ron attended the first Inclusive Libraries Discussion Group meeting at the Reading Public Library last week, facilitated by Amy Lannon who suggested the group. Additional sessions are scheduled throughout the year.
- **Two-Day Delivery** – We reduced our MLS delivery days from five to two per week, Tuesday and Thursday. Since we aren't printing notices centrally anymore, the volume has decreased. Executive Board has approved using email for delivery of library invoices.
- **Working Groups** – Executive Board has reauthorized our current three working groups for FY2019:
 - Electronic Resources and Database Working Group - will need to consider renewal of our EBSCO contracts, which expire in a year, as well as ongoing catalog improvements, including NoveList improvements.
 - Collection Management Working Group - will help to provide consultation and support for the new cycle of collection assessment reports which will begin next month. They also typically plan a good program each year for the membership.
 - Resource Sharing Working Group - will provide input on the consolidation of various policies.
- **MBLC** - Last summer MBLC contracted with Sasaki Associates to do an analysis of Massachusetts public libraries, with a focus on the networks. There's a press release on MBLC web site with a link to the survey. They analyzed and broke networks up into different models based on how they function. NOBLE is considered a peer to peer network, as well as Minuteman and Old Colony, where all our libraries are similar and support and share resources. Looking at network wide goals for levels of service. Two other models of networks that were identified; seasonal which is CLAMS, and resource networks, where there are certain magnet libraries that people go to, but also have smaller libraries like CW/MARS, MVLC and SAILS.

Elizabeth Thomsen –

- **Training** – ListMaker, Understanding the Catalog, and roundtables on Circulation, Tech Services, and Holds. Session offered by Collection Mgmt.
- **Beyond session** - held by Collection Management Group, discussed things beyond the typical collection. Alex Lent from Danvers and Cate Zanino from Reading spoke on Library of Things, Melissa Robinson from Peabody on Creativity Lab, Kelley Unger from Peabody, CJ Wong and Kadie Turcotte from Merrimack on mindfulness activities.
- **New Training** -- List Maker and Understanding the Evergreen Catalog both at NOBLE were split into four ½ hour online sessions using Google Meet. It's built into NOBLE's Google apps G Suite account, other person does not need to have Google.
- **G Suite** - Will be doing training and consulting on Google apps – Drive, Calendar and Keep. Emphasis is on settings and sharing, and continuity issues.
- **OverDrive Advantage Plus** - this allows a library to set up an account, order materials and will be billed directly to the library from OverDrive. The copies funded by an individual library are available for checkout and holds to anyone in NOBLE, but the funding library's patrons have holds priority. In addition, Advantage libraries can curate their own main page, with collections of local interest. To enroll you have to buy three books, and no obligation.

Martha Driscoll –

- Moved our NOBLE hosted web sites to a newer web server prior to the move. The server the sites were on was 13 years old. With the newer hardware, https can be setup on this server for NOBLE hosted web sites. Https is the standard for encryption. As move libraries to https some links may not work, but will work with libraries individually. NOBLE will be acquiring the necessary SSL certificates for each site and will work with each library to get each website fully functional using https.

NOMINATING COMMITTEE REPORT:

Linda Gardener reported the committee members were herself, Holly Mercer, Kathryn Geoffrion-Scannell and Ron. The positions for appointment are treasurer, a 2 year term, and clerk a one year term. Myron Schirer-Suter was nominated for treasurer and Diane Wallace for clerk. Opened the floor for other nominations, there were none.

VOTE TO ELECT TREASURER (2-Year Term) AND CLERK (1-Year Term):

Kathryn Geoffrion-Scannell made a motion to appoint Myron Schirer-Suter as treasurer and Diane Wallace as clerk; Brian Courtemanche seconded the motion. The motion carried by unanimous vote.

VOTE ON PROPOSED BYLAWS ADDITION TO SEC. 2.5:

Ron reported Executive Board approved a proposed Bylaws amendment. The amendment was presented at the March Members meeting, and will be voted on today. One item not addressed in the Bylaws is what to charge a departing library for removing their data and information from NOBLE. The following language is proposed to be added as a second paragraph in Section 2.5:

Mandatory costs for data extraction and expunging will be borne by the departing library, at a cost of 20% of the final year's assessment, to be paid at least six months in advance of cessation of membership and prior to the provision of any data files. Data extraction will only be allowed for members in good standing.

Diane Wallace made motion to approve the proposed Bylaws amendment, Amy Lannon seconded the motion. Motion carried by unanimous vote.

VOTE TO PARTICIPATE IN OVERDRIVE RECIPROCAL LENDING AGREEMENT WITH MASSACHUSETTS CONSORTIA:

Ron explained Executive Board recommended joining the other Massachusetts consortia and participate in the new OverDrive Reciprocal Lending Arrangement. This allows registered borrowers of any of our networks to visit and search the sites of other participating consortia and borrow and place holds.

This has been a pilot project with three networks. Massachusetts Library System is not following up with Access 360 or Biblioboard, but going with OverDrive also. Their OverDrive collection will support non-network libraries and want to share resources as well. For the libraries that participate, MLS is

offering funding to the networks for the annual OverDrive Platform costs. For NOBLE that is a savings of \$12,000 annually.

Elizabeth gave an explanation and did a presentation how the lending agreement works, highlights below:

What it is -

- A way for the Massachusetts library consortia to share access to our OverDrive collections
- Patrons will be able to "visit" the collections of each of the participating systems, place holds and checkout titles using the library card from their home consortium
- Although visiting patrons will be able to place holds and checkout titles, the owning consortium's patrons will have priority
- Each consortium will participate in setting policies for the program

Pilot Project –

- Minuteman, OCLN and SAILS have been offering this service with full reciprocity since November 1, 2017
- Library cards are authenticated against the home system
- Builds on the functionality of the Libby app
- Users enjoy the full privileges for both their digital collection and partner collections
- First come first serve for borrowing and placing holds on consortia content
- Advantage library users maintains exclusive access over their Advantage content

Shared Holdings -

60,000 total unique title holdings

- Minuteman: 42,000
- SAILS: 16,700
- Old Colony: 26,000
- 10% common to all 3
- 20% are held by 2 of the 3
- 70% only by 1 catalog

Summary

- The pilot project was set up with as few restrictions as possible, but OverDrive is creating a full set of options that would allow us to limit the reciprocal borrowing of different classes of material if the group decided to do so
- OverDrive is also setting up granular reporting options to see the effect of the program
- The only part of this that's new for our users will be able to borrow from any of the other consortium without driving around collecting library cards from other systems
- Patrons from other systems will also be able to use our collection, but as one of the smallest collections in the group, our users have more to gain

Linda Gardener asked for a motion. Myron Schirer-Suter made a motion to participate in the OverDrive Reciprocal Lending Arrangement. Amy Lannon seconded the motion. Motion carried by unanimous vote.

VOTE TO APPROVE SINGLE ACTIVE BARCODE POLICY:

Ron Gagnon explained this is language that is being added to Borrower's Card Policy. Some patrons are requesting multiple active barcodes on a single library account. This allows the patron to access double the amount of electronic resources, such as OverDrive and Hoopla. Language below:

Each borrower's card record is limited to a single active barcode. When a replacement barcode/card is issued, the prior barcode number must be marked inactive at that time. Public patrons are limited to a single public patron account.

Kathryn Geoffrion-Scannell made a motion to approve adding single active barcode policy language as above; Theresa Hurley seconded the motion. The motion carried by unanimous vote.

VOTE TO APPROVE SHORTER BILLING PERIOD OPTION:

Ron explained in adding the language recommended by the Resource Sharing Working Group to provide for a shorter billing option in limited cases, it became clear that two existing policies closely overlap and need to be reconciled into one, with the new language. The two policies being combined are the Long Overdue and Billing Policy, and the Standard Notice Policy into the new Standard Overdue and Billing Policy. Language from both old policies is retained, with the addition of new wording:

Libraries may opt for a shorter billing period for special categories of materials loaned only to users in their community or institution.

Brian Courtemanche made a motion to approve the new Standard Overdue and Billing Policy, Diane Wallace seconded the motion. Motion carried by unanimous vote.

VOTE TO APPROVE DAMAGED AND MISSING PIECES POLICY ADDITION:

Ron explained this also came from the Resource Sharing Working Group to have standardization of how damaged items or items missing pieces are handled. Proposing adding the following two bullet points to the Network Transfer Policy:

Borrowing libraries are expected to:

[...]

- *Contact the patron when items owned by other NOBLE libraries are returned missing some parts to obtain their return before sending the item back to the owning library. The library should use the Mark Item Missing Pieces process in Evergreen to change the item's status to Incomplete. If after contact the missing pieces are not returned within one month, the incomplete item should then be returned to the owning library. To retain the Incomplete status, the item should not be scanned before return to the owning library, and so must be packaged with a delivery slip to avoid misdelivery from automated sorting, and with an explanatory note to the owning library so that the item is not checked in there.*
- *When an item is returned in damaged condition, contact the owning library prior to putting into delivery to inquire as to how to proceed.*

Brian Courtemanche recommended adding “*by the patron*” in the second bullet after “*When an item is returned...*”. Brief discussion, recommendation was agreed. Linda Gardener asked for a motion to approve the Damaged and Missing Pieces Policy as amended.

Alan Thibeault made a motion, Brian Courtemanche seconded the motion. Motion carried by unanimous vote.

EVERGREEN UPDATE:

Ron Gagnon -

Evergreen Conference – Ron and Elizabeth attended the conference in St. Charles, Missouri. Attendance was up this year. The big topic was the rollout of the new web staff client -- training plans, advantages of the new client, PC issues and remaining bugs. The overall feeling was circulation was good, faster than the old client, but the newer cataloging client still has some software issues. Bugs are inevitable in a software rewrite and update of this scale, but they are being addressed.

There was also a strategic planning session for the future of Evergreen, both from a point of view of current users and attracting new users. Some of the top ideas for attracting new users were an Evergreen app., a statistics dashboard and linked data. For current users, the top priorities identified were the usability of reports, OPAC aesthetics, and batch loading improvements. NOBLE's reports and statistics dashboard are custom by NOBLE staff for member libraries and not part of the core Evergreen software.

MassLNC continues to be a significant force in the Evergreen community, particularly the shared development initiative, which is probably the largest single funder of Evergreen software. There was also enthusiasm for some of the enhancements NOBLE has contributed to the software.

Elizabeth presented some of NOBLE's catalog enhancements at the Catalog Showcase and also moderated the Student Success Interest Group, which is looking at ways to improve Evergreen for academic and school users.

The latest version of the Evergreen annual report was released at the conference. A link was sent earlier. The highlights: 2,000 libraries are using Evergreen -- 47% are consortia, 35% are standalone libraries and 18% are multi-branch library systems. In 2017, 69 new libraries started using Evergreen. The big news of the year was the new web staff client came out in the fall, and will be NOBLE's focus in the coming fiscal year. According to the Library Systems Report in the new issue of *American Libraries*, Evergreen is the second most widely used library management system.

Elizabeth Thomsen –

- **Release 3.0** -- Patron buckets, search or limit by date of birth, suspend hold when placing, cross references in browse display, tags for local copy notes that can display in catalog and are searchable
- **List Maker** -- Improvements include simple forms for canned reports, usability improvements and an **Edit Report** link in the email message. If you click on the link, it opens the List Maker form with all the options configured. You can just click Generate Report to rerun the report exactly as is, or make changes and rerun. That link to a prefilled report form is something you'll be seeing in other places
- **Collection Assessment Report** -- Starting on July 1 with Chemistry, we'll begin a new cycle of collection assessment reports, providing each library with a streamlined set of reports on that area of their physical collection, useful for assessment, weeding, collection development -- uses the List Maker as the backend, so you can generate a preview or updated report on any section with a click, making modifications if you choose
- **New formats**
- **Activity metric**
- **NoveList Select** -- NOBLE has been Beta testing and providing feedback on a new version of NoveList Select in the catalog, expect this to be launched soon
- **Development committee** -- Major projects including check, select and put in basket for batch actions, Specifications for Geographic sorting and Did You Mean

Martha Driscoll –

- Updates to the Dashboard:
 - Patron Activity on the Patron tab now include logging into the OPAC account, authenticating with EnvisionWare, OverDrive, and other 3rd party systems like museum pass software that use Evergreen for patron authentication.
 - Network Transfers on the Circulation tab now has a link to the titles that were borrowed among network members.
 - Numbers on the Collection tab link to the ListMaker with the form filled out to produce a list that the holdings number represents.
- Annual statistics will be posted on the Annual tab on July 1.
- We will be upgrading Evergreen to release 3.0 on July 11. The system will go down around 10:00 p.m. the night before on July 10th and will be available in the morning on July 11th.

MOVE REPORT:

Ron Gagnon –

- Move went smoothly. New office seems bigger, but actually is 300 sq. ft. smaller. Space is allocated more efficiently. NOBLE staff worked on the layout of the office, Christine had software on her PC for floor plan design.
- Combined the meeting and training room into one larger room. Ordered new folding top tables with wheels that can be used for PC workstations for hands on training sessions and also configured for larger meetings.
- NOBLE staff really stepped up, going above and beyond to make the move a success and minimize impact on member libraries. Martha and Suzanne were here until 1 am on Wednesday night/Thursday morning for the server move, after packing all day. Michele was testing connectivity from outside the network. Martha was back here at 7:30 am Thursday morning for the move. Paula was at the old office coordinating with the movers, myself and Martha at the new location. Other staff working from home. I am grateful to all the staff for their effort and diligence.

- Landlord's staff been very accommodating, and extremely responsive on any issues. Move and construction costs paid for by the landlord, which was a half million dollar project.
- Executive Board approved investing \$57,000, with approximately \$26,000 from our network infrastructure grant, for the cost of the new tables, AV system, UPS backup, larger monitor in conference room, training room PC's, and new telecomm racks.
- Our networking contractor, FTG, was helpful with making recommendations even as we were breaking in a new account rep. They adjusted their schedule on short notice for the Comcast delay.
- The sole weak link was our Comcast fiber Internet account rep, who dropped the ball, despite Paula constantly reminding him. The construction division was out here on March 21st to scope the job; the paperwork was never processed. We found out a few days before Friday's cutover that there was no work order in place on the Comcast construction side to have the fiber line installed. By bumping the job up to high escalation, the line was installed on Friday, but the fiber modem was not installed in time, so we were forced to reschedule the server move until Wednesday.
- Outstanding issues:
 - Generator is moved and connected, needs to be inspected by the town and gas company.
 - Delivery of the new tables is delayed from Staples.
- Savings:
We expect to save about \$13,000 per year in rent through reduced rent rate and reduced square footage. Also locked in the more favorable terms for five years, and are receiving three months free rent.

Linda Gardener thanked Ron and all NOBLE staff for their time and effort to make the move a smooth process.

NEW BUSINESS:

None reported.

ADJOURNMENT:

The meeting adjourned at 12:00.

Respectfully Submitted,

Diane Wallace
Secretary

**NOBLE MEMBERS OF THE CORPORATION MEETING
AT NOBLE
JUNE 14, 2018**

LIBRARY

- Beverly
- Bunker Hill CC
- Danvers
- Endicott College
- ✓ Everett
- Gloucester
- Gordon College
- Lynn
- Lynnfield
- Marblehead
- Melrose
- Merrimack College
- Middlesex CC
- Montserrat
- Northern Essex CC
- North Shore CC
- Peabody
- Phillips Andover
- Reading
- Revere
- Salem
- Salem State University
- Saugus
- Stoneham
- Swampscott
- Wakefield
- Winthrop
- MBLC
- NOBLE, Inc.

anna langelli a. j. j.

Janis Rowden
 Brian Cantor
 Amy DeNelle

Wynne - Luba
 Shrusa Hyslop
 Danyal Khan

Janet Gardner
 H. M. D.

Jana Mallet

Juni Dwyer

Amy Lamm

Sara Handfield
 Nancy George
 Ann Fishbein
 Nicole Langley

Jackie Powers Catherine McDaniel
 Jane Welton

Ronald A. Stagnu
 Mark J. Driscoll